

IT Department Customer Service Initiative Information Sheet

Overview

Electronic Government happens when technology connects government, citizens and business in new ways. Help desk software makes technical support activity more manageable. The convergence of e-government and available help desk software gives the Town of Enfield IT Department a means to better manage its customer relationships and the service it provides.

The IT Department's help desk software is a Customer Relationship Management (CRM) solution that tracks all work requests and provides a customer feedback loop that is monitored and acted upon by IT management. Using a methodology called Active Dispatch, the IT Department centrally evaluates and coordinates new help request as well as projects via the help desk application. Using this central administration of activity, the IT Department attempts to understand and respond to the evolving needs of its customers as stated in its core mission.

The screenshot displays a web-based interface for querying help calls. The title bar reads 'Help Calls for Advanced Query' and 'ID #: 34464'. Below the title bar is a navigation bar with icons for help, search, and other functions. The main area contains a form with the following fields:

go to Ticket	?	Search	Print	Close	Help
Recurring Task					
Project					
Ticket #	05-2199	Call Taken	9:07 AM	10/4/2004	
Caller Name		Due Date			
Dept / Location	Protection of Life & Prc	Started	9:07 AM	10/4/2004	
Dept/Div Heads		Closed			
Phone Number	(860) 763-6400	Priority	Respond In Two(2) Hrs		
Affected Item	Windows Deskto - MS Access	Status	Unassigned		
Short Description	EPD Community Survey Update - Oct	Asset SN			
Assign to	Peter Ohs	Hrs Worked	0.00		

Below the form is a section titled 'Details-User Sees' with tabs for 'Progress', 'Solution Details', and 'Miscellaneous'. The 'Progress' tab is selected, showing a large empty text area. At the bottom, there are buttons for 'Technical Document' and 'Informational Document', each with a 'Browse...' button. A status bar at the very bottom indicates 'Record: 1 of 74'.

The mission of the IT Department is to deliver high-quality, reliable, secure information technology services and to provide forward-looking comprehensive solutions that increase efficiency and bring government closer to people and business.

The IT Department Customer Service Initiative meets an IT Department business need to continue providing information technology to Town departments while serving the public interest by addressing the new needs created by e-government. Benefits to internal and external e-government participants include immediate feedback to requests, consistent initial assessment of all requests, the opportunity to provide feedback to IT management, and a predictable level of service.

A simple interface is supported by a complex set of systems. Via the Town [website](#) and e-mail systems, requests to [ITDirector](#) and [Webmaster](#) are transparently funneled into the IT Help Desk system, triaged for urgency by the Active Dispatcher, and a help ticket is dispatched for action. Upon completion of each request, a Resolution e-mail is automatically generated to the requestor. It includes a link to a brief web-based [Satisfaction Survey](#), the results of which are reviewed by IT management for improvement opportunities.

Highlights

- [ITDirector](#) and [Webmaster](#) e-mail addresses, as well as an internal e-mail address for staff, place all requests directly into a queue. The Active Dispatcher is immediately notified of all new requests
- All e-mailed requests are captured into Help Desk by the Electronic Ticket Generator (ETG)
- The ETG sends an AutoReply e-mail to the requestor with a link to a web page explaining the triage process
- Active Dispatch is a method of centrally coordinating requests and projects using the Help Desk application software

- Active Dispatch methodology encompasses Help Desk workflow, new ticket arrival triage and notification, as well as first response procedures
- Intranet Self-Service area established for Town staff featuring forms, FAQs, troubleshooting documents, and emergency contact information
- IT [Satisfaction Survey](#) returns indicate a 98% satisfaction in the first year used
- Additional e-government/CRM features on the Town [website](#) include the [EPD Community Survey](#) available on the Police web page and the option to receive [public notices](#) via e-mail of newly posted meeting agendas, minutes, actions, or Town-sponsored events

Interaction with Other Systems

- Town [website](#) and Exchange/Outlook e-mail systems
- IT Department Help Desk and Electronic Ticket Generator

Project Details

- Project #: 02-1, 02-3, 02-6, 04-23
- Finalization/Delivery Date: August 7, 2003